



# **Youth Jobs 02 (YJ02) Supervisor Orientation**



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# **AGENDA**

- I. Welcome**
- II. Overview: Right Track – Youth Jobs 02 (YJ02)**
- III. The Internship**
- IV. The Training**
- V. Expectations for Supervisors**
- VI. Promising Practices for Supervising Youth**



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01



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02



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PRO

Career Development Pipeline



## **Who We Serve**

- Youth living in Saint Paul
- Youth aged 14-21 years old
- Youth with barriers to employment, especially youth of color, immigrant youth, and youth from low-income families

# Key Dates for Summer 2016

DATE	MILESTONE
June 14-15 (new interns) June 16 (returning interns)	Launch Days!!!
Week of June 20	- Official first week of internships - First week of training
June 30	Supervisor's Toolbox at St. Thomas
July 4	Fourth of July holiday
Week of July 11	Mid-point review
July 12	College Connections & Financial Literacy Day (Interns)
July 27 – August 2	Final week of training
August 4	YJPro Fair (interns)
August 18	End-of-summer celebration

# The Internship



- Generalist internship. Right Track does its best to align intern interests/availability with job description; top goal is to expose youth to professional environments and allow career exploration.
- Employer determines number of hours/week, job duties, and duration of internship (6-9 weeks).
- Interns are direct, temporary hires of the employer (not Right Track). Employers are responsible for all human resources and payroll responsibilities.
- Right Track sets expectations for interns' dress, attendance, and social media best practices. Employer expectations/guidelines take precedence.



# The Internship

- Internships are a learning opportunity. Right Track's goal is not to judge what interns arrive knowing how to do; our goal is to coach them toward long-term success and better prepare them for the workforce.
- Interns do a range of activities. Some focus on clerical tasks like filing, scanning, etc. Some do community engagement and outreach.
- If it is possible for youth to shadow staff in different roles, it is often very motivating/engaging for the youth.



# Training

- Intern training is required.
- All training will be held at the College of St. Scholastica in downtown Saint Paul.
- The YJ02 Launch Days (June 14-16) are unpaid.
- There are 6 weeks of paid training sessions.
  - Each session is 2 hours/ week.
  - Interns have an assigned day/time (either Tuesdays or Wednesdays, from either 8:30 – 10:30 am or 2-4 pm).
  - Make-up sessions are Thursdays from 9-11 am.
  - The weekly training sessions are paid for by the employer.
  - Right Track notifies supervisors if an intern does not attend his/her assigned training session or a make-up session.





# Training

- All interns have job coaches to support them.
- **New** interns will cover keyboarding, Excel, Word, public speaking, and more.
- **Returning** interns will learn about project management, SurveyMonkey, Wordpress, etc.
- Excel, Word, and email training is aligned with the Northstar Digital Literacy Standards and youth can earn a certificate at the end in a proctored final assessment. Keyboarding skills are assessed using typing tests on typing.com.



# Supervisor Expectations

- Manage intern onboarding (payroll, expectation-setting, introductions to their colleagues).
- (Recommended) Meet with the intern(s) at least once/week for a check-in.
- Provide a mid-term and final performance review.
- Monitor student work and performance.
- Connect interns to staff who can answer questions and help them troubleshoot challenges.
- **Communicate with your Right Track job coach early if there are issues with work performance.**



# Promising Practices

- Think about specific projects/tasks before interns arrive on the job.
- Help interns prioritize their work. This is a learned skill!
- Be honest about areas that need improvement.
- Notice the things that go well, too.
- When giving feedback, ask yourself:
  - Have I asked good questions?
  - Do I have specific examples (facts) to support my feedback?
  - Have I been explicit about the improvement I expect to see?
  - Do I expect immediate change or progress over time?
  - Have I documented the feedback?



## When assigning tasks:

- ☐ Use explicit deadlines. (Ex. “Next Friday, not “Asap” or “When you can get to it.”)
- ☐ Use the I/ We/ You model of teaching. First I do it. Then we do it. Then you do it.
- ☐ Be clear about what a final product should look like. If possible, provide an example of good work.
- ☐ Encourage interns to take notes. (You may need to do this a few times before it sticks).
- ☐ Check for comprehension. Ask questions.
- ☐ Do a quality check early and at multiple points as they work to complete the task.
- ☐ Identify who can help them or answer questions if you are not available.

# TRUST



If your intern does not trust you to be patient, supportive, and honest, they will not come to you with the challenges they face. They may also be less willing to hear needed and critical feedback.

Please prioritize relationships. Put effort into getting to know your intern, or connect them with a colleague who has the capacity to do so.



## **Please don't:**

- Make assumptions based on their income, race, ethnicity, religion, gender, or sexual orientation.
- Hint at needed improvements. Be direct.
- Wait for a crisis to provide feedback.
- Lower or modify expectations without engaging the student to find a solution.
- Expect students to show progress every day or to be stellar at every task.
- Expect students to improve more than 1-2 things at one time.



# Escalation Model

1. Address the behavior or concern directly with the intern in a timely manner.
  - Document the conversation and the agreed-upon solution.
2. If improvement does not occur, engage the job coach.
  - The job coach will reach out to the intern to learn more, then loop back to you regarding proposed next steps.
  - The job coach will likely propose meeting together with you and the intern.
3. The intern and supervisor will work with the job coach to develop a written action plan.
4. Keep the job coach updated in improvement or lack of improvement.
5. If the intern does not sufficiently improve relative to the action plan (or if additional concerns continue to be raised), Right Track will remove the intern from the placement.



## **Goal of Intervention**

To develop a plan that engages interns in creating the solution, holds them to high expectations, and gives them a path and the opportunity to find success.





# **We Are Here to Support You!**

## **Job Coaches:**

Ayele Agbobly, Brian Lee, Brianna Trinidad, Micah Varnado, Udele Xiong

## **Right Track Program Manager (YJ02):**

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